

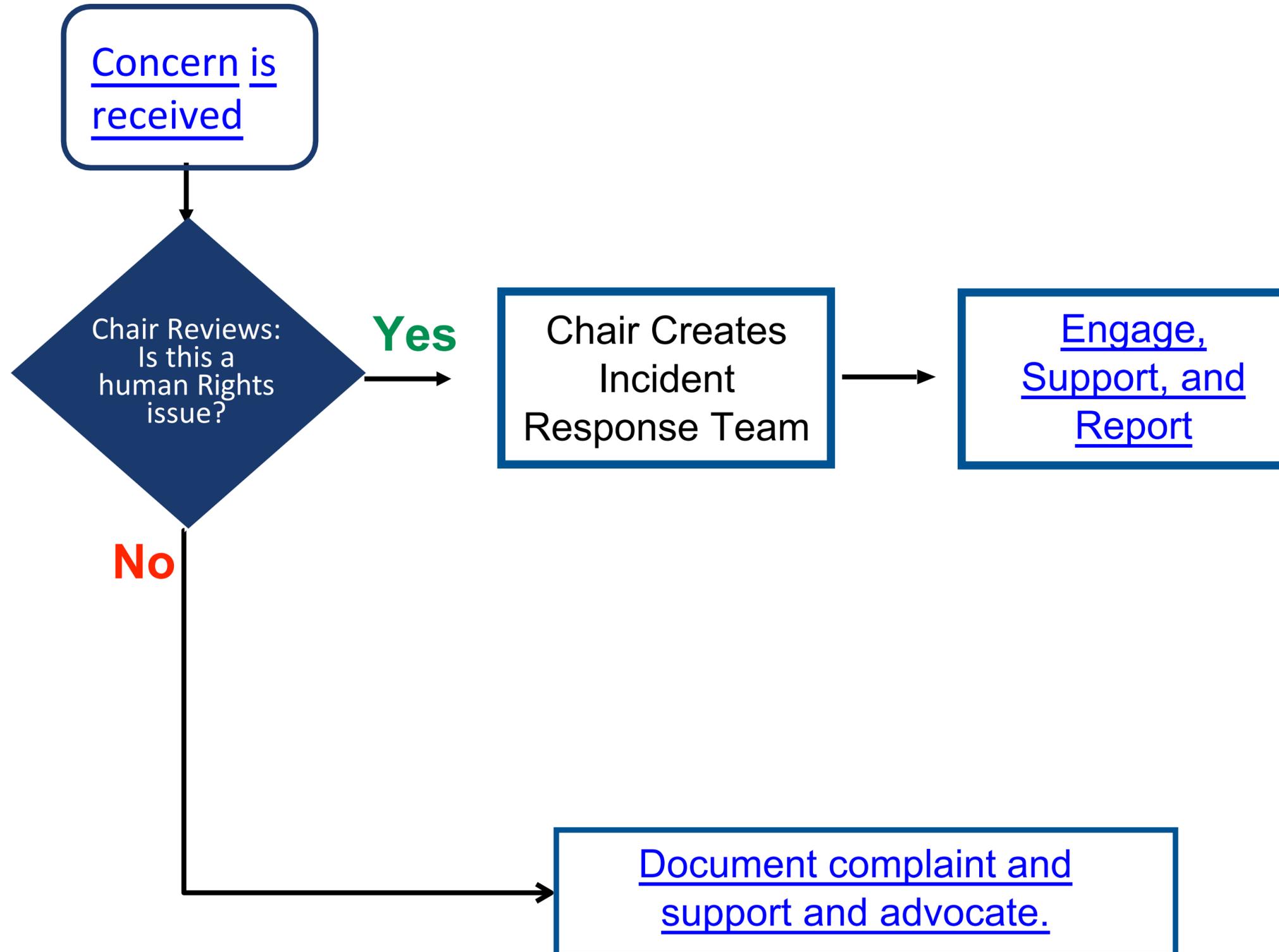
Complaint/Concern Process

Town of Hamilton,

Human Rights Commission (HHRC)

- adopted from Wenham HRC -

Process Flowchart



The matter does not potentially concern a human rights issue

- Chair will work to inform the individual of resources and advocates who can help.
- Chair, with individual's permission, can refer to another government entity that can help (such as the Hamilton Police Department, Hamilton/Wenham Public Schools, Human Services) and explain that HHRC is not equipped to help them and connect them with other organizations for support.
- Even if there are no direct civil rights issues identified, HHRC shall keep a short de-identified description of what happened for tracking purposes. HHRC shall keep a log of all completed forms.

Is this a human rights issue?

- Chair designates a two-member (assigned by the Chair) Incident Response Team (IRT; which should not include the chair). If needed, an additional person (a Non HHRC person, such as a translator, religious leader, or cultural leader) may be asked to help facilitate the investigation and to offer support and advocacy.
- The individual filing the concern is contacted by the IRT, which documents the complaint in a de-identified manner in order to capture the critical information necessary to determine next steps and how best to advocate and support.
- If appropriate, and with the reporting individual's permission, IRT members consult with Hamilton Police Department (HPD) member on HHRC to see if HPD can assist. If so, IRT will support individual in outreach and connection with HPD.
- If not a HPD matter, where appropriate, IRT members contact other government agency, committee, commission (such as Hamilton/Wenham Public Schools, Hamilton Human Services Department, Hamilton/Wenham Library, Massachusetts Commission on Disabilities) to support and advocate for the individual and connect them with agencies that can assist them with their concerns.
- If facts are in dispute, HHRC is not empowered to interview and mediate. Instead HHRC would advise on the best avenues to address disputed facts, while continuing to advocate for, support, and advise the reporting individual.
 - Where appropriate, and with reporting individual's permission, the Incident Response Team will make a recommendation to an appropriate body, on behalf of the individual, to help with mediation.
- Where appropriate, and with reporting individual's permission, the Incident Response Team will draft a finding letter to be presented to the Chair of the HHRC, at a public meeting, who will share with the BoS, including recommendations for further action.
- All reports are documented in a de-identified manner for demographic tracking and record-keeping by the Chair